

BATTERY BACK-UP POLICY

Summit Broadband Battery Backup Units

Effective February 01, 2017, the Summit Broadband Digital Home Phone (DOCSIS) (GPON) Service for Residential Customers will include the ability to purchase a Battery Backup Unit (BBU) if the customer desires, also known as an Uninterruptable Power Supply (UPS). Please be aware that electrical power is required for either phone service to work. If there is an electrical power outage, the phone service will not process calls, including those to 911 for emergencies.

A BBU will improve the Service's ability to function in the event power is lost. With an active battery, the BBU will provide temporary backup power for the Summit Broadband device in your home that provide basic voice services as well as access to dial Emergency 911. The BBU may not guarantee functionality in the event of a power outage depending on the nature of the outage or if the Service network is out of operation. As a separate service, you may purchase the BBU, including the housing, from Summit Broadband or you may purchase the unit from another supplier and install it yourself.

Summit Broadband will install the BBU at your premises at time of install for phone service or within seventy-two (72) hours of ordering for existing phone customers.

Important Information You Need to Know:

In case of an electrical power outage, the Summit Broadband Provided BBU should last at least twenty-four (24) hours in standby mode. While under battery backup power, you may not be able to access the Internet while other services, such as security alarms, may not work.

You are responsible for obtaining, monitoring, replacing, and properly disposing of all batteries for the BBU. Summit Broadband recommends that you test the BBU at least twice (2x) a year to ensure that the BBU is operating and ready for use should there be a power outage.

Failure to test or maintain your BBU may result in loss of voice service during a power outage, including a loss of access to Emergency 911 and other services.

If you purchased the BBU from Summit Broadband, Summit Broadband's warranty covers the replacement of the battery in the event it stops working within the first year. If the BBU is ordered from Summit Broadband, it is provided by (PSI) PowerTec Solutions International.

More information regarding these units is available here: www.powertecsolutions.net/

- **PowerTec Solutions Model FTTH & DOCSIS PS36LU7-2**

Replacement batteries may also be purchased at major battery distributors, including those listed below. Please use this product description when securing the replacement battery: **12 Volt 12 AMP Ah Valve-Regulated (sometimes referred to as "sealed") Lead Acid Battery, approximately 6" wide by 3 1/2" deep by 4" tall, with quick-disconnect tab posts.**

Some batteries may be covered under the BBU equipment supplier's warranty. Summit Broadband does not warranty BBU equipment not purchased directly from Summit Broadband. If a battery failure occurs, contact the supplier of the BBU to determine whether your battery is under any warranty.

Battery Replacement Providers

- **PowerTec Solutions International:** 1-615-879-3326 or visit www.powertecsolutions.net/

Please note that the BBU (UPS and battery) is not covered under the Summit Broadband Service Protection Plan. If you have any questions, please contact a Summit Broadband Customer Care representative at the telephone number printed on your bill.

Thank you for choosing Summit Broadband.